In the claims:

1-26 (cancelled).

27. (currently amended)   A method of displaying information relating to a workflow driven by a computer system comprising:

executing the workflow, the workflow implementing business rules and associated with transactions of a call center;

obtaining data about the workflow, the data being obtained by a workflow engine;

querying the workflow engine on an interface exposed by the workflow engine, and extracting related data from the obtained data by a data provider;

calculating execution statistics relating to the execution of the workflow on the computer system using the selected data by the data provider;

displaying a workflow diagram on a display screen associated with the computer system, wherein the workflow diagram symbolically depicts how business rules are implemented for a given input and providing the execution statistics to a workflow editor for display of the execution statistics with no direct communication between the workflow engine and the workflow editor; and

displaying the execution statistics on the workflow diagram in real time, wherein the execution statistics are for various steps displayed in the workflow diagram, wherein the execution statistics comprise time elapsed during execution of one of the various steps; and wherein the execution statistics are selectively displayed by positioning a pointer over the display.

28. (previously presented)   The method of claim 27, wherein displaying the execution statistics further includes displaying the execution statistics as one or more tables that overlay each of the steps.

29. (previously presented)   The method of claim 28, wherein displaying the execution statistics further includes displaying within the one or more tables as at least one of total execution times for each of the steps and as numbers of executions performed for each of the steps.

30. (previously presented)   The method of claim 27, wherein displaying the execution statistics further includes displaying a number of the statistics in at least one of a numbered format and a percentage format.

31. (previously presented)   The method of claim 27, wherein displaying the execution statistics further includes presenting a number of the steps in a distinguishing color, wherein the distinguishing color is associated with select ones of the statistics.

32. (previously presented)   The method of claim 27, wherein displaying the execution statistics further includes identifying the statistics in response to a profile.

33. (previously presented)   The method of claim 27, wherein calculating further includes obtaining metrics to calculate the execution statistics from a database query in response to an identifier associated with the workflow.

34. (withdrawn)   A method, comprising:

identifying a workflow associated with a transaction of a call center;

extracting runtime statistics in response to the workflow;

assigning one or more of the runtime statistics to a step or a branch associated with the workflow; and

concurrently displaying the one or more runtime statistics with the step or the branch of the workflow.

35. (withdrawn)   The method of claim 34 further comprising, presenting at least one of the step and the branch with a unique color in response to a number of the runtime statistics.

36. (withdrawn)   The method of claim 34, wherein assigning further includes identifying the one or more runtime statistics to assign to the step or the branch in response to a profile.

37. (withdrawn)   The method of claim 34 further comprising, presenting the one or more runtime statistics when a pointing device is situated over the step or the branch.

38. (withdrawn)   The method of claim 34 further comprising, associating metrics which derive the runtime statistics, wherein the metrics include at least one of a total execution time for the workflow, a number of timed executions for the workflow, a maximum execution time for the workflow, a number of executions for the workflow, a total execution time for the step, a number of timed executions for the step, a maximum execution time for the step, a slowest execution time for the step or additional steps associated with the workflow, a number of executions for the step, a number of executions for the branch, a number of events for an event type, a number of non-binding events for the event type, a number of exceptions or alarms for the step, a number of exceptions or alarms for the branch, a total number of events, a total number of workflow executions, a maximum number of tasks, and a total number for a number of tasks that exceed a licensed limit.

39. (withdrawn)   The method of claim 38, wherein associating further includes expressing the runtime statistics as at least one of numbers and percentages.

40. (withdrawn)   The method of claim 34 further comprising, expressing the one or more runtime statistics as a being within or outside a range, wherein the range is defined by a specification for a given set of metrics.

41. (withdrawn)   A system, comprising:

a workflow editor;

a workflow engine;

a data provider, wherein the workflow editor identifies a workflow and contacts the workflow engine with an identifier for the workflow, in response to the identifier, the workflow engine acquires real-time statistics associated with the workflow and provides the statistics to the data provider, the data provider computes each statistic for each step and branch associated with the workflow, and wherein the workflow editor presents the workflow as a workflow diagram having the steps and branches and presents the statistics with the steps and the branches of the workflow diagram, and wherein the workflow is associated with transactions of a call center.

42. (withdrawn)   The system of claim 41 further comprising, a database that records metrics for the steps and the branches, wherein the database is queried by the workflow engine with the identifier of the workflow to acquire the metrics and derive the statistics.

43. (withdrawn)   The system of claim 41 further comprising, a profile associated with the workflow that selectively identifies how to visually present the statistics with the workflow diagram.

44. (withdrawn)   The system of claim 41, wherein the workflow diagram includes a unique label for each of the steps and for each of the branches.

45. (withdrawn)   The system of claim 41, wherein the workflow editor selectively presents a number of the statistics in response to an active selection made within the workflow diagram for a given one of the steps or the branches.

46. (withdrawn)   The system of claim 41, wherein a number of the steps or the branches are selectively presented with unique colors in response to ranges of values associated with selective ones of the statistics.

47. (currently amended)   The method of claim 27, further comprising:

~~sharing a central configuration database by multiple distributed workflow engines.~~ sharing a central configuration database by multiple distributed workflow engines.

~~obtaining data about the workflow, the data being obtained by a workflow engine;~~

~~querying the workflow engine on an interface exposed by the workflow engine, and extracting selected data from the obtained data by a data provider;~~

~~using the selected data to calculate the execution statistics by the data provider; and~~

~~providing the execution statistics to a workflow editor for display of the execution statistics;~~

~~wherein there is no direct communication between the workflow engine and the workflow editor.~~

48. (new)   A method of displaying information relating to a workflow driven by a computer system comprising:

obtaining data about the workflow using a workflow engine;

extracting selected data from the obtained data;

calculating execution statistics relating to execution of the workflow on the computer system using the selected data;

displaying a workflow diagram on a display screen associated with the computer system, wherein the workflow diagram symbolically depicts how business rules are implemented for a given input and providing the execution statistics to a workflow editor for display of the execution statistics; and

displaying the execution statistics on the workflow diagram in real time, wherein the execution statistics are for various steps displayed in the workflow diagram.

49. (new)   The method of claim 48, wherein displaying the execution statistics further includes displaying the execution statistics within one or more tables that overlay each of the steps and at least one includes total execution times for each of the steps and numbers of executions performed for each of the steps.

50. (new)   The method of claim 48 wherein there is no direct communication between the workflow engine and the workflow editor.

51. (new)   The method of claim 48, wherein calculating further includes obtaining metrics to calculate the execution statistics from a database query in response to an identifier associated with the workflow.

52. (new)   The method of claim 48 further comprising sharing a central configuration database by multiple workflow engines.

53. (new)   A system for displaying information related to a workflow driven by a computer system comprising:

a workflow engine adapted to obtain data about the workflow and having the interface to permit extraction of selected data;

a computer application module to calculate execution statistics relating to execution of the workflow using the related data;

display screen associated with the computer system which displays a workflow diagram which symbolically depicts how business rules are implemented for a given input;

a workflow editor which edits and displays the execution statistics;

wherein the display screen displays the execution statistics on the workflow diagram in real-time with execution statistics for various steps displayed in the workflow diagram.

54. (new)   The system of claim 53 wherein there is no direct communication between the workflow engine and the workflow editor.

55. (new)   The system of claim 53 wherein the execution statistics comprise time elapsed during execution of the various steps and are selectively displayed by positioning a pointer over the display.

56. (new)   The system of claim 53 wherein the application module uses metrics to calculate the execution statistics from a database query in response to an identifier associated with the workflow.